



Alexander County Internet Assessment Survey

“Broadband: a high-capacity transmission technique using a wide range of frequencies, which enables a large number of messages to be communicated simultaneously.”

Internet broadband service has become important for households and for businesses. In addition to the familiar uses such as email and web searches, the service supports many new uses including online text books for students, medical record access for patients, telecommuting (work from home), and global business connections.

In view of the growing importance of this service, Alexander County has formed a Broadband Committee made up of representatives from several community groups including County and Town government officials, the School System, Information Technology professionals, business and industry leaders, service providers and others to assess the availability of internet service throughout the county.

As a part of this effort, a survey of users is being conducted to determine the availability and the demand for the service for households and other users. This information will assist the Broadband Committee in determining any service issues and possible ways to improve the availability of service.

Your location is requested in the survey to better determine the service demands in different areas of the county. If you choose, you may also provide contact information at the end of the survey. The contact information may be used by service providers to contact you regarding internet service.

Completing the brief survey will assist in this important effort to assess internet needs in our community. Your interest and participation are greatly appreciated.

Please complete the survey online at alexandercountync.gov/survey or return your completed survey no later than May 31 by mail to:

**Alexander County Administration
Broadband Survey
621 Liledoun Rd.
Taylorsville, NC 28681**

or by email to jstarnes@alexandercountync.gov; or, by fax to (828) 632-0059

For additional information, please call 828-632-9332

Privacy Statement and Terms of Use:

By participating in this survey, you are agreeing that Alexander County may seek to contact you to follow up on your service request. In addition, Alexander County may use your information to analyze pockets of broadband service requests around the County. This information may be shared with relevant broadband service providers or community planners in an effort to identify service solutions. This information may also be mapped by Alexander County. If mapped for public display, specific addresses will be buffered to ensure anonymous addresses.

Internet Assessment Survey

Please send completed survey by May 31 to:

Alexander County Administration, Broadband Survey, 621 Liledoun Rd. Taylorsville, NC 28681

The survey is available online at alexandercountync.gov/survey

For more information, call 828-632-9332

1. Type of user:

Residential (including work from home)

Are there students in the household? Yes No

Non-residential (business, institution, etc.)

2. Address: (physical address, no PO Boxes)

Note: location information may be shared with Internet service providers for service planning purposes.

3. Do you currently purchase internet service? Yes No

If not, why?

Not Available Don't Need Too Expensive Other

If yes, what type?

Cable Telephone (DSL, dial-up) Cellular Satellite Other

Please specify provider _____

4. Is the quality of service adequate? Yes No

If not, why?

Speed Reliability Other

Explain _____

5. If additional broadband internet services were available in your area, would you be interested in purchasing such service? Yes No

Optional contact information to allow service providers to possibly contact you.

Name _____

Phone _____

Email _____